DCII Lesson Learned /Technical Tips

Submitter: Linda Cowan-Campbell   Phone: (303) 676- 7047 DSN: 926-7047

POC: same   Phone: (   )   -   DSN: -

Date (mm/dd/yyyy): 1999/10/28   Organization: DFAS-DE-TTD

Action:
X   Add (new lesson learned)
☐ Modify (add to existing) Original Lesson Learned ID:
☐ Delete (problem resolved and should not recur) Original Lesson Learned ID:

Type:
X   Problem (a problem to avoid, or work-around)
X   Recommended practice (potential standard)

Category:
☐ Designer   ☐ Developer   ☐ Oracle Database   ☐UNIX
☐ SQL*plus   ☐ SQL*loader   ☐ Oracle Reports   ☐ Impromptu
☐ Powerplay   X   Other (please specify: Pre/Post Release Issues)

Project Phase: ☐Not Applicable   X   Analysis (Concept Development)
X   Design   X   Development   X   Deployment

Statement of Problem/Tip (Be concise and precise):

See attached document for details.

Statement of Solution or Work-around:

See attached document.

Recommended Practice:

DCII GAFS Phase 1
Technical Support and Procedural
Lessons Learned

Phase 1 of the GAFS release for the DCII occurred recently.   GAFS Legacy data was scheduled to be accepted by the Ogden DMC, for the DCD, beginning with October 1, 1999 (FY00) data. Currently, those feeder systems are submitting files to Ogden, so that in itself was successful.

There were several lessons learned that I wanted to document that will be helpful in making future releases more efficient.

1. The details for the physical configuration for the target platform did not appear to be well coordinated, and there was confusion as to who was actually responsible for each aspect of the coordination.   The system was scheduled to be operational on 1 October 1999, but the hardware availability was not known until approximately 30 September.   The specific point(s) of contact need to be established and published to all members of the DCII team, and reasonable timeframes designated for resolution of hardware issues.
2. In conjunction with #1 above, the IP address was not available until 30 September. Since we are working with legacy systems, the impact of the receipt of critical data like this must be considered, as it can create a hardship in many areas.   Beginning as early as July, there were numerous attempts made to obtain an IP address from ISO/Indy.   Critical aspects of project planning, must be monitored and tracked by a specific point of contact, who is able to provide answers and customer service in a timely manner.
3. In conjunction with #2 above, the requirement for a DISA security form 41 was mandated for all the feeder system POCs. This requirement was either not known, or not clarified until approximately September 7. Submission of the forms was expedited. Attempts were made to expedite the approval of these forms, but this was hampered by a lack of knowledge as to Ogden security procedures. Final approval took two weeks.
4. The GAFS functional POC published a list of feeder system POCs for use in the DCD production environment.   The same type of information needs to be determined and distributed for the entire production process, to include calling trees for problems, help desk lines, etc.
5. After the approval of the POC userid/passwords, it was learned that Ogden preferred to establish a userid/password for the consolidated systems, rather than each submitting site.   Again, knowing the procedures and coordinating issues ahead of time, would have prevented some work and re-work.
6. Ogden did not appear to have clear guidance/agreement on their role for processing, file inventory, file control, retention, backups, etc.   This needs to be established and communicated to all involved parties.
7. Currently, the GAFS functionals are testing copies of live data through their internal processes to determine where problems may exist, so that corrections can occur as needed.   Lead time for testing live data was absolutely non-existent, and must be addressed in order to achieve future successes.

8.   In order to resolve many problems found in this first phase, specific areas of responsibility must be more clearly defined, understood and agreed to, so the appropriate team members can address items within their scope of responsibility. I feel these issues need to be quickly resolved so that they don't continue to hamper team work efforts.   <u>Guidance should be provided to new TPOs and/or anyone new on the project as to these respective roles/responsibilities, and to help eliminate some of the chaos. (Who, what, where and when to get help)</u>.

9. A serious look at customer service: whether internal or external, is in order. Throughout all of this, my highest level of frustration was based on the lack of feedback I received, to include even a simple returned phone call.   None of us can do our jobs effectively, particularly in light of our geographic situation, if the communication does not flow.